



JOB DESCRIPTION

Position Title: **Technician**

Working Area: **Help Desk**

Class Code: 5604

Non-Exempt

EEO Code: 03

Effective Date: August 30, 2002

Major Function

Acts as a liaison between the County and the Information Services Division by handling customer calls and coordinating with technical staff to resolve issues and problems.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Responsible for providing a direct link between the customer base and the Information Services Division by receiving and logging incoming support calls. Prioritizes assigns and routes all calls to the appropriate personnel for problem resolution.

Acts as a liaison between the customer and support employees. Assists customers who call with minor problems and provides immediate resolution. Obtains immediate action for all critical customer problems.

Logs all calls received at the Help Desk and provides information and assistance to resolve issues between the end user and third party vendors.

Monitors equipment in the Computer Room, makes minor adjustments and repairs minor problems as necessary.

Prepares and prints major customer reports and billings.

Performs other duties as assigned or as may be necessary.

Minimum Qualifications

Knowledge of Windows, Lotus Notes, Word, Excel, Power Point and Access required.

Ability to present ideas clearly and concisely, both orally and in writing. Ability to meet and deal with the public, county staff, Constitutional Officers, and Elected Officials. Ability to organize and prioritize many tasks simultaneously. Ability to provide customer service over the telephone, as well as provide technical information to users.

High School Diploma or GED required and two years experience in a customer services/technical environment in the Information Services field.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is generally an office setting with some work performed in a secure computer room. Most duties are performed while sitting at a desk, table or workstation. This position has regular exposure to radiant and electrical energy found in an office environment.